

## General Assembly

Raised Bill No. 917

January Session, 2003

LCO No. 3193

Referred to Committee on Insurance and Real Estate

Introduced by: (INS)

## AN ACT CONCERNING PREFERRED PROVIDER NETWORKS.

Be it enacted by the Senate and House of Representatives in General Assembly convened:

- 1 Section 1. Section 38a-479aa of the general statutes is repealed and
- 2 the following is substituted in lieu thereof (*Effective October 1, 2003*):
- 3 (a) As used in this section, sections 2 to 4, inclusive, of this act, and
- 4 subsection (b) of section 20-138b:
- 5 (1) "Covered benefits" means health care services to which an
- 6 enrollee is entitled under the terms of a managed care plan;
- 7 (2) "Enrollee" means an individual who is eligible to receive health
- 8 care services through a preferred provider network;
- 9 [(1)] (3) "Health care services" means health care related services or
- 10 products rendered or sold by a provider within the scope of the
- 11 provider's license or legal authorization, and includes hospital,
- 12 medical, surgical, dental, vision and pharmaceutical services or
- 13 products;
- 14 (4) "Managed care organization" means a managed care

- 15 <u>organization, as defined in section 38a-478;</u>
- (5) "Managed care plan" means a managed care plan, as defined in
   section 38a-478;
- [(2)] (6) "Person" means an individual, agency, political subdivision, partnership, corporation, limited liability company, association or any other entity;
- 21 [(3)] (7) "Preferred provider network" or "network" means [an 22 arrangement in which agreements relating to the health care services 23 to be rendered by providers, including the amounts to be paid to the 24 providers for such services, are entered into between such providers 25 and a person who establishes, operates, maintains or underwrites the 26 arrangement, in whole or in part, and includes any provider-27 sponsored preferred provider network or independent practice 28 association that offers network services, but a person, which is not a 29 managed care organization, but which accepts financial liability for the 30 delivery of health care services and establishes, operates or maintains 31 an arrangement or contract with providers relating to (A) the health 32 care services rendered by the providers and (B) the amounts to be paid 33 to the providers for such services. "Preferred provider network" or 34 "network" does not include a workers' compensation preferred 35 provider organization established pursuant to section 31-279-10 of the 36 regulations of Connecticut state agencies; [or an arrangement relating 37 only to health care services offered by providers to individuals covered 38 under self-insured Employee Welfare Benefit Plans established 39 pursuant to the federal Employee Retirement Income Security Act of 40 1974, as from time to time amended;
- [(4)] (8) "Provider" means an individual or entity duly licensed or legally authorized to provide health care services; and
- [(5)] (9) "Commissioner" means the Insurance Commissioner.
- 44 [(b) All preferred provider networks shall file with the

commissioner prior to the start of enrollment and shall annually update such filing by July first of each year thereafter.]

47 (b) On and after May 1, 2004, no preferred provider network may conduct business in this state unless it is licensed by the commissioner. 48 49 Any person seeking to obtain or renew a license shall submit an application to the commissioner, on such form as the commissioner 50 51 may prescribe, and shall include the filing described in this subsection, 52 except that a person seeking to renew a license may submit only the 53 information necessary to update its previous filing. Applications shall 54 be submitted by March first of each year in order to qualify for the 55 May first license issue or renewal date. The filing required by such 56 preferred provider network shall include the following information: (1) The identity of the preferred provider network and any company or 57 58 organization controlling the operation of the preferred provider 59 network, including the name, business address, contact person, a 60 description of [such] the controlling company or organization and, 61 where applicable, the following: (A) A certificate from the Secretary of 62 the State regarding the preferred provider network's and the 63 controlling company's or organization's good standing to do business 64 in the state; (B) a copy of the preferred provider network's and the 65 controlling company's or organization's [balance sheet at] financial 66 statement completed in accordance with section 38a-54, as applicable, 67 for the end of its most recently concluded fiscal year, along with the 68 name and address of any public accounting firm or internal accountant which prepared or assisted in the preparation of such [balance sheet] 69 70 financial statement; (C) a list of the names, official positions and occupations of members of the preferred provider network's and the 71 72 controlling company's or organization's board of directors or other 73 policy-making body and of those executive officers who are 74 responsible for the preferred provider network and controlling 75 company's or organization's activities with respect to the [medical 76 care] health care services network; (D) a list of the preferred provider 77 network's and the controlling company's or organization's principal owners; (E) in the case of an out-of-state preferred provider network, controlling company or organization, a certificate that such preferred provider network, company or organization is in good standing in its state of organization; (F) in the case of a Connecticut or out-of-state preferred provider network, controlling company or organization, a report of the details of any suspension, sanction or other disciplinary action relating to such network, or controlling company or organization in this state or in any other state; and (G) the identity, address and current relationship of any related or predecessor controlling company or organization. For purposes of subparagraph, "related" means that a substantial number of the board or policy-making body members, executive officers or principal owners of both companies are the same; (2) a general description of the preferred provider network and participation in the preferred provider network, including: (A) The geographical service area of and the names of the hospitals included in the preferred provider network; [and] (B) the primary care physicians, the specialty physicians, any other contracting [health care] providers and the number and percentage of each group's capacity to accept new patients; (C) a list of all entities on whose behalf the preferred provider network has contracts or agreements to provide health care services; (D) a table listing all major categories of health care services provided by the preferred provider network; (E) an approximate number of total enrollees served in all of the preferred provider network's contracts or agreements; (F) a list of subcontractors of the preferred provider network, not including individual participating providers, that assume financial risk from the preferred provider network and to what extent each subcontractor assumes financial risk; (G) a contingency plan describing how contracted health care services will be provided in the event of insolvency; and (H) any other information requested by the commissioner; and (3) the name and address of the person to whom applications may be made for participation.

110 (c) Any person developing a preferred provider network, or 111 expanding a preferred provider network into a new county, pursuant

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to this section and subsection (b) of section 20-138b, shall publish a notice, in at least one newspaper having a substantial circulation in the service area in which the preferred provider network operates or will operate, indicating such planned development or expansion. Such notice shall include the medical specialties included in the preferred provider network, the name and address of the person to whom applications may be made for participation and a time frame for making application. The preferred provider network shall provide the applicant with written acknowledgment of receipt of the application. Each complete application shall be considered by the preferred provider network in a timely manner.

- (d) (1) Each preferred provider network shall file with the commissioner and make available upon request from a provider [,] the general criteria for its selection or termination of providers. Disclosure shall not be required of criteria deemed by the preferred provider network to be of a proprietary or competitive nature that would hurt the preferred provider network's ability to compete or to manage health <u>care</u> services. For purposes of this section, [disclosure of] criteria is <u>of a proprietary or [anticompetitive] competitive nature</u> if it has the tendency to cause [health care] providers to alter their practice pattern in a manner that would circumvent efforts to contain health care costs and <u>criteria</u> is <u>of a proprietary nature</u> if revealing <u>the</u> criteria would cause the preferred provider network's competitors to obtain valuable business information.
- (2) If a preferred provider network uses criteria that have not been filed pursuant to subdivision (1) of this subsection to judge the quality and cost-effectiveness of a provider's practice under any specific program within the preferred provider network, the preferred provider network may not reject or terminate the provider participating in that program based upon such criteria until the provider has been informed of the criteria that the provider's practice fails to meet.

- (e) A preferred provider network [which has a limited network and which does not provide any reimbursement when an enrollee obtains service outside that limited network shall inform each applicant of that fact prior to enrolling the applicant for coverage] shall permit the Insurance Commissioner to inspect its books and records.
- (f) Each preferred provider network shall permit the commissioner to examine, under oath, any officer or agent of the preferred provider network or controlling company or organization with respect to the use of the funds of the network, company or organization, and compliance with (1) the provisions of this part and sections 2 to 4, inclusive, of this act, and (2) the terms and conditions of its contracts to provide health care services.
- 156 (g) Each preferred provider network shall file with the
  157 commissioner a notice of any material modification of any matter or
  158 document furnished pursuant to this part, and sections 2 to 4,
  159 inclusive, of this act, and shall include such supporting documents as
  160 are necessary to explain the modification.
  - (h) Each preferred provider network shall maintain a minimum net worth of either (A) the greater of (i) two hundred fifty thousand dollars, or (ii) an amount equal to eight per cent of its annual expenditures as reported on its most recent financial statement completed and filed with the commissioner in accordance with section 38a-54, or (B) another amount determined by the commissioner.
  - (i) Each preferred provider network shall maintain or arrange for a letter of credit, bond, surety, reinsurance, or other financial security acceptable to the commissioner in an amount equal to any outstanding amounts owed by the preferred provider network to its participating providers for the exclusive use of paying any outstanding amounts owed participating providers in the event of insolvency. Such amount may be credited against the network's minimum net worth requirements set forth in subsection (h) of this section.

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- (j) Each preferred provider network shall pay the applicable license
   or renewal fee specified in section 38a-11, as amended by this act. The
   commissioner shall use the amount of such fees solely for the purpose
   of regulating preferred provider networks.
- 179 (k) In no event, including, but not limited to, nonpayment by the managed care organization, insolvency of the managed care 180 181 organization, or breach of contract between the managed care 182 organization and the preferred provider network, shall a preferred 183 provider network bill, charge, collect a deposit from, seek 184 compensation, remuneration or reimbursement from, or have any 185 recourse against an enrollee or enrollee's designee, other than the 186 managed care organization, for covered benefits provided.
  - (l) Each contract or agreement between a preferred provider network and a participating provider shall contain a provision that if the preferred provider network fails to pay for health care services as set forth in the contract, the enrollee shall not be liable to the participating provider for any sums owed by the managed care organization or preferred provider network.
- Sec. 2. (NEW) (*Effective May 1, 2005*) (a) On and after May 1, 2005, no managed care organization may enter into, renew, continue or maintain a contractual relationship with a preferred provider network that is not licensed in accordance with section 38a-479aa of the general statutes, as amended by this act.
  - (b) Each managed care organization that contracts with a preferred provider network shall maintain or require the preferred provider network to maintain a letter of credit, bond, surety, reinsurance, or other financial security acceptable to the Insurance Commissioner in an amount equal to any outstanding amounts owed by the preferred provider network to its participating providers for the exclusive use of paying any outstanding amounts owed participating providers in the event of insolvency.

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- (c) Each managed care organization that contracts with a preferred provider network shall provide at the time the contract is entered into and annually thereafter:
- 209 (1) Information, as determined by the managed care organization, 210 regarding the amount and method of remuneration to be paid to the 211 preferred provider network;
- 212 (2) Information, as determined by the managed care organization, to 213 assist the preferred provider network in being informed regarding any 214 financial risk assumed under the contract or agreement, including, but 215 not limited to, enrollment data, primary care provider to covered 216 person ratios, provider to covered person ratios by specialty, a table of 217 the services that the preferred provider network is responsible for, 218 expected or projected utilization rates, and all factors used to adjust 219 payments or risk-sharing targets;
- (3) The National Associations of Insurance Commissioners annual
   statement for the managed care organization; and
- 222 (4) Any other information the commissioner may require.
- (d) Each managed care organization shall ensure that any contract it has with a preferred provider network includes:
- 225 (1) A provision that requires the preferred provider network to 226 provide to the managed care organization at the time a contract is 227 entered into, annually, and upon request of the managed care 228 organization, (A) the financial statement completed in accordance with 229 section 38a-54 of the general statutes, as applicable, and section 38a-230 479aa of the general statutes, as amended by this act; (B) 231 documentation that satisfies the managed care organization that the 232 preferred provider network has sufficient ability to accept financial 233 risk; and (C) documentation that satisfies the managed care 234 organization that a preferred provider network has appropriate 235 management expertise and infrastructure;

- (2) A provision that requires the preferred provider network to provide to the managed care organization a quarterly status report that includes (A) information updating the financial statement completed in accordance with section 38a-54 of the general statutes, as applicable, and section 38a-479aa of the general statutes, as amended by this act; (B) a report showing amounts paid to those providers who provide health care services on behalf of the managed care organization; (C) an estimate of payments due providers but not yet reported by providers; and (D) amounts owed to providers for that quarter;
  - (3) A provision that requires the preferred provider network to provide notice to the managed care organization not later than thirty days after (A) any change involving the ownership structure of the preferred provider network; (B) financial or operational concerns regarding the financial viability of the preferred provider network; or (C) the preferred provider network's loss of a license in this or any other state;
  - (4) A provision that if the managed care organization fails to pay for health care services as set forth in the contract, the enrollee will not be liable to the provider or preferred provider network for any sums owed by the managed care organization or preferred provider network;
    - (5) A provision that the preferred provider network shall include in all contracts between the preferred provider network and participating providers a provision that if the preferred provider network fails to pay for health care services as set forth in the contract, for any reason, the enrollee will not be liable to the participating provider or preferred provider network for any sums owed by the managed care organization or preferred provider network;
  - (6) A provision requiring the preferred provider network to provide information to the managed care organization, satisfactory to the managed care organization, regarding the preferred provider network's reserves for financial risk;

- (7) A provision that the preferred provider network or managed care organization shall post and maintain a letter of credit, bond, surety, reinsurance, or other financial security acceptable to the commissioner in an amount equal to any outstanding amounts owed by the preferred provider network to its participating providers for the exclusive use of paying any outstanding amounts owed participating providers in the event of insolvency;
  - (8) A provision under which the managed care organization is permitted, at the discretion of the managed care organization, to pay participating providers directly and in lieu of the preferred provider network, in the event of insolvency or mismanagement by the preferred provider network;
  - (9) A provision transferring and assigning contracts between the preferred provider network and participating providers to the managed care organization for the provision of future services by participating providers to enrollees, at the discretion of the managed care organization, in the event the preferred provider network becomes insolvent; and
    - (10) A provision that each contract or agreement between the preferred provider network and participating providers shall include a provision transferring and assigning contracts between the preferred provider network and participating providers to the managed care organization for the provision of future health care services by participating providers to enrollees, at the discretion of the managed care organization, in the event the preferred provider network becomes insolvent.
  - (e) Each managed care organization that contracts with a preferred provider network shall have adequate procedures in place to notify the commissioner that a preferred provider network has experienced an event that may threaten the preferred provider network's ability to materially perform under its contract with the managed care organization. The managed care organization shall provide such notice

- to the commissioner not later than five days after it discovers that the preferred provider network has experienced such an event.
  - (f) Each managed care organization that contracts with a preferred provider network shall monitor and maintain systems and controls for monitoring the financial health of the preferred provider networks with which it contracts.
- 306 (g) Each managed care organization that contracts with a preferred 307 provider network shall provide to the commissioner, and update on an 308 annual basis, a contingency plan, satisfactory to the commissioner, 309 describing how health care services will be provided to enrollees if the 310 preferred provider network becomes insolvent or is mismanaged. The 311 contingency plan shall include a description of what contractual and 312 financial steps have been taken to ensure continuity of care to enrollees 313 if the preferred provider network becomes insolvent or is 314 mismanaged.
  - (h) Notwithstanding any agreement to the contrary, each managed care organization shall retain full responsibility for the provision of health care services pursuant to any applicable managed care plan or any applicable state or federal law.
  - (i) Notwithstanding any agreement to the contrary, each managed care organization shall be able to demonstrate to the satisfaction of the commissioner that the managed care organization can fulfill its nontransferable obligation to provide health care services to enrollees in any event, including, but not limited to, the failure, for any reason, of a preferred provider network.
- (j) Nothing in section 38a-479aa of the general statutes, as amended by this act, or sections 2 to 4, inclusive, of this act, shall be construed to require a preferred provider network to share proprietary information with a managed care organization concerning contracts or arrangements with providers or other preferred provider networks or managed care organizations.

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Sec. 3. (NEW) (Effective October 1, 2003) (a) If the Insurance Commissioner determines that a preferred provider network or managed care organization, or both, have not complied with any provision in section 38a-479aa of the general statutes, as amended by this act, or sections 2 to 4, inclusive, of this act, the commissioner may (1) order the preferred provider network or managed care organization, or both, to cease and desist all operations in violation of said sections; (2) terminate or suspend the preferred provider network's license; (3) institute a corrective action against the preferred provider network or managed care organization, or both; (4) order the payment of a civil penalty by the preferred provider network or managed care organization, or both, of not more than one thousand dollars for each and every act or violation; (5) order the payment of such reasonable expenses as may be necessary to compensate the commissioner in conjunction with any proceedings held to investigate or enforce violations of section 38a-479aa of the general statutes, as amended by this act, and sections 2 to 4, inclusive, of this act; and (6) use any of the commissioner's other enforcement powers to obtain compliance with section 38a-479aa of the general statutes, as amended by this act, and sections 2 to 4, inclusive, of this act. The commissioner may hold a hearing concerning any matter governed by section 38a-479aa of the general statutes, as amended by this act, or sections 2 to 4, inclusive, of this act, in accordance with section 38a-16 of the general statutes. Subject to the same confidentiality and liability protections set forth in subsections (c) and (k) of section 38a-14 of the general statutes, the commissioner may engage the services of attorneys, appraisers, independent actuaries, independent certified public accountants or other professionals and specialists to assist the commissioner in conducting an investigation under this section, the cost of which shall be borne by the managed care organization or preferred provider network, or both, that are the subject of the investigation.

(b) If a preferred provider network fails to comply with any provision of section 38a-479aa of the general statutes, as amended by this act, or sections 2 to 4, inclusive, of this act, the commissioner may

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assign or require the preferred provider network to assign its rights and obligations under any contract with participating providers in order to ensure that covered benefits are provided.

- (c) The commissioner shall receive and investigate any grievance filed against a preferred provider network or managed care organization, or both, by an enrollee or an enrollee's designee concerning matters governed by section 38a-479aa of the general statutes, as amended by this act, or sections 2 to 4, inclusive, of this act. The commissioner shall code, track and review such grievances. The preferred provider network or managed care organization, or both, shall provide the commissioner with all information necessary for the commissioner to investigate such grievances. The information collected by the commissioner pursuant to this section shall be maintained as confidential and shall not be disclosed to any person except to the extent necessary to carry out the purposes of section 38a-479aa of the general statutes, as amended by this act, and sections 2 and 3 of this act, and as allowed under title 38a of the general statutes.
- Sec. 4. (NEW) (Effective October 1, 2003) The Insurance Commissioner may adopt regulations, in accordance with chapter 54 of the general statutes, to implement the provisions of section 38a-479aa of the general statutes, as amended by this act, and sections 2 and 3 of this act.
- Sec. 5. Subsection (a) of section 38a-11 of the general statutes is repealed and the following is substituted in lieu thereof (*Effective* 389 October 1, 2003):
- (a) The commissioner shall demand and receive the following fees:
  (1) For the annual fee for each license issued to a domestic insurance company, one hundred dollars; (2) for receiving and filing annual reports of domestic insurance companies, twenty-five dollars; (3) for filing all documents prerequisite to the issuance of a license to an insurance company, one hundred seventy-five dollars, except that the fee for such filings by any health care center, as defined in section 38a-

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175, shall be one thousand one hundred dollars; (4) for filing any additional paper required by law, fifteen dollars; (5) for each certificate of valuation, organization, reciprocity or compliance, twenty dollars; (6) for each certified copy of a license to a company, twenty dollars; (7) for each certified copy of a report or certificate of condition of a company to be filed in any other state, twenty dollars; (8) for amending a certificate of authority, one hundred dollars; (9) for each license issued to a rating organization, one hundred dollars. In addition, insurance companies shall pay any fees imposed under section 12-211; (10) a filing fee of twenty-five dollars for each initial application for a license made pursuant to section 38a-769; (11) with respect to insurance agents appointments: (A) A filing fee of twentyfive dollars for each request for any agent appointment; (B) a fee of forty dollars for each appointment issued to an agent of a domestic insurance company or for each appointment continued; and (C) a fee of twenty dollars for each appointment issued to an agent of any other insurance company or for each appointment continued, except that no fee shall be payable for an appointment issued to an agent of an insurance company domiciled in a state or foreign country which does not require any fee for an appointment issued to an agent of a Connecticut insurance company; (12) with respect to insurance producers: (A) An examination fee of seven dollars for each examination taken, except when a testing service is used, the testing service shall pay a fee of seven dollars to the commissioner for each examination taken by an applicant; (B) a fee of forty dollars for each license issued; and (C) a fee of forty dollars for each license renewed; (13) with respect to public adjusters: (A) An examination fee of seven dollars for each examination taken, except when a testing service is used, the testing service shall pay a fee of seven dollars to the commissioner for each examination taken by an applicant; and (B) a fee of one hundred twenty-five dollars for each license issued or renewed; (14) with respect to casualty adjusters: (A) An examination fee of ten dollars for each examination taken, except when a testing service is used, the testing service shall pay a fee of ten dollars to the

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commissioner for each examination taken by an applicant; (B) a fee of forty dollars for each license issued or renewed; and (C) the expense of any examination administered outside the state shall be the responsibility of the entity making the request and such entity shall pay to the commissioner one hundred dollars for such examination and the actual traveling expenses of the examination administrator to administer such examination; (15) with respect to motor vehicle physical damage appraisers: (A) An examination fee of forty dollars for each examination taken, except when a testing service is used, the testing service shall pay a fee of forty dollars to the commissioner for each examination taken by an applicant; (B) a fee of forty dollars for each license issued or renewed; and (C) the expense of any examination administered outside the state shall be the responsibility of the entity making the request and such entity shall pay to the commissioner one hundred dollars for such examination and the actual traveling expenses of the examination administrator to administer such examination; (16) with respect to certified insurance consultants: (A) An examination fee of thirteen dollars for each examination taken, except when a testing service is used, the testing service shall pay a fee of thirteen dollars to the commissioner for each examination taken by an applicant; (B) a fee of two hundred dollars for each license issued; and (C) a fee of one hundred twenty-five dollars for each license renewed; (17) with respect to surplus lines brokers: (A) An examination fee of ten dollars for each examination taken, except when a testing service is used, the testing service shall pay a fee of ten dollars to the commissioner for each examination taken by an applicant; and (B) a fee of five hundred dollars for each license issued or renewed; (18) with respect to fraternal agents, a fee of forty dollars for each license issued or renewed; (19) a fee of thirteen dollars for each license certificate requested, whether or not a license has been issued; (20) with respect to domestic and foreign benefit societies shall pay: (A) For service of process, twenty-five dollars for each person or insurer to be served; (B) for filing a certified copy of its charter or articles of association, five dollars; (C) for filing the annual report, ten

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dollars; and (D) for filing any additional paper required by law, three dollars; (21) with respect to foreign benefit societies: (A) For each certificate of organization or compliance, four dollars; (B) for each certified copy of permit, two dollars; and (C) for each copy of a report or certificate of condition of a society to be filed in any other state, four dollars; (22) with respect to reinsurance intermediaries: A fee of five hundred dollars for each license issued or renewed; (23) with respect to viatical settlement providers: (A) A filing fee of thirteen dollars for each initial application for a license made pursuant to section 38a-465a; and (B) a fee of twenty dollars for each license issued or renewed; (24) with respect to viatical settlement brokers: (A) A filing fee of thirteen dollars for each initial application for a license made pursuant to section 38a-465a; and (B) a fee of twenty dollars for each license issued or renewed; (25) with respect to preferred provider networks, a fee of two thousand five hundred dollars for each license issued or renewed; (26) with respect to rental companies, as defined in section 38a-799, a fee of forty dollars for each permit issued or renewed; and [(26)] (27) with respect to each duplicate license issued a fee of twenty-five dollars for each license issued.

This act shall take effect as follows:	
Section 1	October 1, 2003
Sec. 2	<i>May 1, 2005</i>
Sec. 3	October 1, 2003
Sec. 4	October 1, 2003
Sec. 5	October 1, 2003

## Statement of Purpose:

To revise provisions concerning the licensure, contracts, and solvency of preferred provider networks.

[Proposed deletions are enclosed in brackets. Proposed additions are indicated by underline, except that when the entire text of a bill or resolution or a section of a bill or resolution is new, it is not underlined.1

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